

We appreciate CMS' goal to be fully transparent with families and patients. However, we feel the addition of the alert icon to Nursing Home Compare may be confusing to consumers and their families. There is not clear information about why the center was cited and may mislead a decision maker.

Keeping our residents safe from abuse and neglect is our number one priority. Even one case of abuse or neglect is too many and we have zero tolerance for any allegation and address issues immediately. With any allegation we immediately investigate, report and act to ensure patient safety and dignity. ManorCare is currently in compliance with the department of health's citation.

The dedicated caregivers at ManorCare Health Services are proud of the quality care and outstanding service they provide to patients and residents. We encourage potential consumers with questions or concerns to arrange a tour or visit and see for themselves the good work we do here every day.

Julie Beckert
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